

Category 3 - Commercial - Off - The Shelf (COTS) Software			
Illustration of Percentage Applications: If the MSRP for a unit is \$1,000.00 and the applicable percentage is 80.00%, the net price is \$800.00 (\$1,000.00 x .80)			
Contractor: Ismart, LLC			
Manufacturer: All	Windows O/S	MAC O/S	LINUX O/S
State % of MSRP	85.00%	90.00%	90.00%
Installation Service per Desktop	10.00%	30.00%	30.00%
Stand Alone Upgrade to 24x7, 1 year Manufacturer Warranty per Unit	N/A	N/A	N/A
Stand Alone Post Warranty Maintenance (PWM), Normal State Hours per Unit			
1st Year PWM	N/A	N/A	N/A
2nd Year PWM	N/A	N/A	N/A
3rd Year PWM	N/A	N/A	N/A
Stand Alone Post Warranty Maintenance (PWM), 24 x 7 per Unit			
1st Year PWM	N/A	N/A	N/A
2nd Year PWM	N/A	N/A	N/A
3rd Year PWM	N/A	N/A	N/A
Education % of MSRP	84.99%	89.00%	89.00%
Installation Service per Desktop	9.99%	29.00%	29.00%
Stand Alone Upgrade to 24x7, 1 year Manufacturer Warranty per Unit	N/A	N/A	N/A
Stand Alone Post Warranty Maintenance (PWM), Normal State Hours per Unit			
1st Year PWM	N/A	N/A	N/A
2nd Year PWM	N/A	N/A	N/A
3rd Year PWM	N/A	N/A	N/A
Stand Alone Post Warranty Maintenance (PWM), 24 x 7 per Unit			
1st Year PWM	N/A	N/A	N/A
2nd Year PWM	N/A	N/A	N/A
3rd Year PWM	N/A	N/A	N/A